Error: Packet error 2 when using a PIN Pad

Summary:

Packet error 2 is returned when testing a PIN Pad or using a debit card paycode. Packet ERR 2.

Cause:

This message may be caused by a problem with the PIN Pad device setup, but this message is more commonly seen when the card reader used is programmed incorrectly.

Solution:

DUKPT stands for Derived Unique Key Per Transaction and is currently the standard encryption protocol for use with debit cards. All PIN pads must meet the **DUKPT** encryption standards.

- Check with the PIN Pad merchant or processor to ensure it was sent encrypted properly for the merchant and processor

If using **New Device Famework**,
contact Support.SQL@NCRVoyix.com for assistance.

In **Legacy Device Framework**, follow these steps to configure CounterPoint to recognize data from a multi-track keyboard wedge MSR:

- Select **Setup/ Point of Sale/ Devices**, click the **Configure** button on the MSR row and then click the **Load device** button

- Select the **Track1Keyboard (Wedge).MSR.xml** file or the **Track2Keyboard (Wedge).MSR.xml** file, depending on which track should be read and then click **Open**.

NOTE: When processing debit cards track 2 information must be sent to the processor

- Verify the data preamble and postamble settings in Setup/ Point of Sale/ Devices are assigned correctly for the MSR device.

  For Track 1, the data preamble is **%** and the data postamble is **?**.
  For Track 2, the data preamble is **;** and the data postamble is **?**.

- Verify the baud rate is set to 9600.

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